



## POSITION PROFILE

<b>Client Organization:</b>	<b>RYCOM Corporation</b>
<b>Position Title:</b>	<b>ACCOUNT MANAGER/BUSINESS DEVELOPMENT MANAGER - PRIVATE SECTOR</b>
<b>Reports To:</b>	<b>Vice President &amp; General Manager</b>
<b>Location:</b>	<b>Western Canada</b>

## THE ORGANIZATION

RYCOM is a trusted leader in Smart Tech solutions for public and private sector real estate, properties and portfolios. The RYCOM team develops, delivers and supports the innovative strategy and the integrated layers of technology required to create Smart Buildings today that meet the demands of the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, RYCOM simplifies technology for clients so they can focus on their core business while achieving operational, environmental and measurable results.

RYCOM is built on an Entrepreneurial culture - freedom with responsibility. It is a positive culture where new ideas, meaningful client engagement, – and pushing the envelope defines who we are. We believe we are in this together and share in defining and delivering on priorities. Inspiration, drive, and commitment are the three qualities that we are looking for from our teammates. Each employee is empowered to make decisions and act on those decisions. Don't mistake it, this a challenging environment. Our clients want us to help them understand technology and improve their day-to-day lives. Our teams share in the belief that we do what we say and we deliver on those commitments-something our client's value and trust deeply.

## THE OPPORTUNITY

### **ACCOUNT MANAGER/BUSINESS DEVELOPMENT MANAGER - PRIVATE SECTOR**

Come work as a BDM in a fast paced, disruptive company that likes to do things differently. This is an opportunity for you to work in a creative environment alongside great people and accomplished business leaders. We know it's not all business, it has to be fun, exciting, and challenging, but most importantly rewarding. This is a chance for you be involved in a transformative business that is constantly pushing the boundaries of technology; finding new ways to do things. If this hits any of your buttons, please keep reading.

This role is focused on developing additional revenue streams from existing or new clientele by leveraging key contacts and varied stakeholders through strategically positioning our critical successes. Strong communication with excellent interpersonal skills ensures success in this role. The ability to be flexible and agile in adapting messaging and working to target various client profiles from operators to C-suite to meet business goals are key. You need to be able to jump in the weeds and then right back out.

With a background that is ideally tied to Smart technology such as IT, telecom, infrastructure, software as a service or other solutions-based offerings, you balance sound commercial acumen with excellent relationship building skills. Additionally, and in alignment with our critical cultural requirement, you recognize how to engage internal resources and exhibit non-territorial behavior in helping to realize client success and RYCOM business goals and outcomes.

### KEY RESPONSIBILITIES

In this role you will:

- Execute and collaborate on account management and/or business development strategies designed to facilitate the implementation of business relevant solutions within a portfolio of existing or new accounts Become well versed in all of RYCOM's Smart Building offerings (base building networks, telecom riser management, data analytics, Managed Services)
- Develop, nurture and maintain, professional relationships with key stakeholders within existing customer contacts. Leverage accordingly in order to align needs to service offerings
- Work closely with key stakeholders to respond to RFP's as required and ensure successful outcomes to bids/proposals providing hands-on leadership as you work collaboratively with internal team members and manage all contracts through all phases including bid analysis, proposals support, pricing, contract launch, ongoing marketing to ensure compliance fulfillment of individual contract requirements
- Analyze customer needs and recommend innovative solutions
- Leverage industry knowledge and customer relationships to understand complex customer requirements on both a business and technical level
- Research to remain current with all of the products, applications, technical service, market conditions, competitive activities and industry trends related to service offerings
- Become a thought leader to drive business strategies in existing and new verticals
- Provide and consistently deliver on exceptional ongoing customer support

### KEY REQUIREMENTS

- Minimum 5 years of experience calling on medium and large organizations in a sales, business development or account management role
- Excellent communication and customer interaction skills, with professional experience leveraging business opportunities and relationships
- Demonstrable ability in **growing business** by leveraging existing or new relationships through varied stakeholders and levels of an organization and matching appropriate service offerings with customer needs
- Provide ongoing, **high quality customer support**, analyzing customer needs and recommending innovative solutions
- Collaborative and **team oriented**
- Well-developed ability to influence and adapt messaging to the audiences being served within all levels of a client’s organization
- **Strategic** and outcomes focused. Able to persevere through apparent obstacles and maintain the “big picture” view to end goals
- Excellent organizational and **analytical skills** including forecasting experience
- A **solution sales** approach that compliments an ability to establish business relationships and work with all levels of an organization
- Sound technical comprehension coupled with appropriate experience from longer selling cycle settings that have complexity of service or solution selling
- Strong **communication skills** across multiple disciplines, cultures and levels of an organization
- Ability to **build trust** and use all available resources at one’s disposal in order to address needs and complete through, professional work
- Be a problem solver. Know how to make sales and overcome business hurdles to build sales ecosystem and achieve goals
- A valid driver’s license and available to travel

**Interested in applying?** Please email RYCOM at [icanmakeadifference@rycom.com](mailto:icanmakeadifference@rycom.com)